

EXHIBITOR SERVICES SPECIALIST I

CODE: 04260C

SUPERVISED BY: Production Services Manager

SUPERVISES: N/A

NATURE OF WORK

The Exhibitor Specialist I is a customer service position responsible for assisting exhibitors with a variety of services for shows. The Exhibitor Specialist I serves as the liaison between convention center services and the customers. Upholding high standards of customer service, independent judgment and professionalism are required for this position. Assist exhibitors with their inquiries and requests and responding with prompt service. Offer exhibitors quality service and equipment in a professional and hospitable manner. Maintain the operation of the Exhibitor Services desk with a high level of customer service at all times.

TYPICAL DUTIES AND RESPONSIBILITIES

(Including, but not limited to the following)

A. Customer Service

1. Assist all clients, guests and other users of the Minneapolis Convention Center in a professional manner.
2. Maintain Exhibitor Services Office to assist exhibitors with inquiries and requests before, during and after the events.
3. Assist clients with questions regarding payment, layout, policies, and procedures.
4. Sell exhibitors additional services and related equipment during shows.
5. Verify floor plans submitted to ensure accuracy and professionally discuss discrepancies with exhibitors.

B. Data Entry

1. Prepare work orders in response to advance orders and on-sight requests from exhibitors by performing data entry using the Conventions Center's custom software Event Business Management System (EBMS).
2. Enter service orders for other Convention Center services when requested for example: (security, fire personnel, medical services, police services, and for special cleaning, or tables and chairs).
3. Receive service requests from exhibitors to add/change/delete utilities and related services, arrange for work to be done and perform necessary computer data entry to account for the changes.
4. Verify orders and make appropriate charges for completed shows to generate invoices.
5. Perform general office procedures/duties as assigned: copying, faxing

C. Verify Service Orders

1. Audit actual services used by exhibitors during shows compared to original orders.
2. Collect fees from exhibitors who have used additional services and/or make appropriate adjustments or reductions if services are cancelled.
3. Maintain cash bank for use in collection and sales activities and reconcile the balance daily.

MINIMUM QUALIFICATIONS:

High School Diploma or equivalent

Preferred: Some college experience or degree

One year of Customer Service experience

MINIMUM EXPERIENCE:

One year of customer service experience

One year of clerical or data entry experience

LICENSES/CERTIFICATIONS: N/A

OTHER SPECIFICATIONS

- Ability to interact with fellow employees, clients and the general public in a professional and tactful manner
- Proficient in English
- Basic knowledge of accounting, booking and data entry
- Proficient computer skills
- Ability to enter and retrieve information from the computer.
- Ability to follow oral and written instructions.
- Physical ability to stand and walk for long periods of time
- Ability to work flexible hours, nights, weekends and holidays as needed

WORKING CONDITIONS: Normal

PROMOTIONAL LINE: ADMINISTRATIVE SERVICES

GRADE: 04 (Non-Exempt)

RECLASSIFIED: 2005

JOB SPEC: May 2006

CITY OF MINNEAPOLIS